

XEA-213

Questions and Answers

Please note, it may be useful to refer to the Electronic Version of both the User and Programming Manual. Please use the Search function within Adobe Acrobat

Q. What is the size of the graphic logo?

A. Size: 288 dots (w) x 130 dots (h)

Color: black and white

Black Rate

- Total black rate: 35% or lower

- Local black rate: The black rate of a horizontal dot line is 55% or less.

Q. What size paper rolls are used on this model?

A. Paper roll: Width: 57.5 ± 0.5 mm

Max. diam.: 80 mm

Quality: High quality (0.06 to 0.08 mm thickness)

Q. What is the purpose of the USB port?

A. The USB is used when running the PC-Link software, this is a very basic programming tool available from your supplier.

Q. Can you tell me how to take a Sales Reset report which contains only the Department details?

A. It is not possible to take a report on the printer that contains departments only. There are other Sharp ECR that can be purchased through our dealer network that can do this.

Q. Can you tell me how to turn the receipt OFF/ON

A. Enter the RCPT Key in the OP X/Z Position this will toggle the receipt from On to OFF

Q. Can you tell me how to program my XEA213 for copy receipt?

A. You have a key marked MA please insert this into the mode lock to start.

Turn the MA Key to the Z/PGM position.

Enter ST.

Enter 63, using the numeric buttons

Enter the X button.

Using the numeric buttons enter 01010001 (see page 68 Op Manual for complete table)

Enter ST.

Enter TL/NS to complete

Q. Can you tell me how to prevent my zero value PLU items being printed on the sales reports

A. Your machine defaults to zero skip, see table below, however it may have been changed

You have a key marked MA please insert this into the mode lock to start.

Turn the MA Key to the PGM position.

Enter ST.

Enter 6, using the numeric buttons

Enter the X button.

Using the numeric buttons enter 11000111

Enter ST.

Enter TL/NS to complete

Return the MA key to the REG position to operate

■ Print format

Job code: 6

* Item:	Selection:	Entry:
A Printing style	Journal printing	0
	Receipt*	1
B Receipt print style	Total	0
	Detailed*	1
C Time print on all receipts	Yes*	0
	No	1
D Date print on all receipts	Yes*	0
	No	1
E Consecutive no. print	Yes*	0
	No	1
F Separator line in reports	One line space	0
	Separator line*	1
G Zero skip in PLU report	No	0
	Yes*	1
H Zero skip in full sales/clerk/hourly reports	No	0
	Yes*	1

Printing style

- Even when receipt printing is selected, the journal rewind motor will be driven in PGM, OP X/Z, X1/Z1 and X2/Z2 modes so you can wind sales and programming reports.

Q. The sales figures are not resetting, they are continually accumulating.

A. To reset the various sales report the procedure is to Enter the . (decimal point) key before the selected report, if the . (decimal point) key is not Entered the sales totals will not be reset.

Example for Z1 General Report

Turn Key to X1/Z1

Press . (decimal point)

Press TL/NS

Q. Can I set Zero Skip in reports to save paper?

A. You have a key marked MA please insert this into the mode lock to start.

Turn the MA Key to the PGM position.

Enter ST.

Enter 6, using the numeric buttons

Enter the X button.

Using the numeric buttons enter 11000111

Enter ST.

Enter TL/NS to complete

Return the MA key to the REG position to operate

Q. Can you tell me how to program the rate for the VAT1.

A. You have a key marked MA insert this into the mode lock to start.

Turn the MA Key to the PGM position.

Enter ST

Enter 9, using the numeric buttons

Enter X

Enter 1 using the numeric buttons (Auto Vat rate)

Enter X

Enter 17.5
Enter ST
Enter TL to complete
Return the MA key to the REG position to operate

Q. Can you tell me how to delete a VAT1 rate
A. You have a key marked MA insert this into the mode lock to start.
Turn the MA Key to the PGM position.
Enter ST
Enter 9 (from the numeric buttons)
Enter X
Enter 1
Enter X
Enter 
Enter TL/NS

Q. Can you tell me how to set my Department to be Auto VAT1.
A. You have a key marked MA insert this into the mode lock to start.
Turn the MA Key to the PGM position.
Enter Dept number (using Numeric Keys)
Press Dept #
Enter ST
Enter ST
Enter ST
Enter the [00] key to change to YES
Enter ST
Enter TL/NS
Return the MA key to the REG position to operate

Q. Can you tell me how to enter training mode and then cancel it afterwards?
A. You have a key marked MA please insert this into the mode lock to start.
Turn the MA Key to the PGM position.
Enter ST.
Enter 86, using the numeric buttons
Enter the X button.
Enter the chosen training Clerk Number (To cancel training clerk enter 0)
Enter ST.
Enter TL/NS to complete
Return the MA key to the REG position to operate

Q. Can you tell me how to prevent the REFUND button in REG position to operate
A. You have a key marked MA please insert this into the mode lock to start.
Turn the MA Key to the PGM position.
Enter **ST**.
Enter **5**, using the numeric buttons

Enter **the X** button.
Enter **00000101**, using the numeric buttons
Enter **ST**.
Enter **TL/NS** to complete.
Return the MA key to the **REG position to operate**

Q. Can you tell me how to make a PLU an open entry type?
A. You have a key marked MA insert this into the Mode lock.
Turn the mode lock to the PGM position.
Press the PLU (required for programming).
Press ST
Press ST
Press ST
Using the numeric buttons press 00. (Until subdept appears).
Press ST
Press TL/NS to finish.

Q. Can you tell me how to program a preset price and name to a PLU?
A. You have a key marked MA insert this into the Mode lock.
Turn the mode lock to the PGM position.
Press the PLU (to program).
Using the numeric buttons press 00
Using the text buttons enter the name.
Press ST.
Using the numeric buttons enter the price (without decimal point).
Press ST
Press TL/NS to finish.
Return the mode lock to the REG position.

Q. Can you tell me how to change a PLU key into a Department Key?
A. You have a key marked MA insert this into the Mode lock.
Turn the key to the PGM position.
Press the PLU key you wish to change
Press [00]
Enter text for Key Name
Press ST
Press ST
Enter Department Number
Press ST
Press [00] until SUBDEPT is shown on the display
Press ST
Press ST/TL

Q. Can you tell me how to program a name and price to a Department
A. You have a key marked MA insert this into the Mode lock.
Turn the key to the PGM position.
Press the DEPARTMENT button.
Using the numeric buttons enter the 00
Using the text buttons enter the name (max 12 characters).
Press ST.
Using the numeric buttons enter the price (without decimal point).

Press TL/NS to finish.

Return the mode lock to the REG position.

Q. Why does the error message OVER LIMIT appear when I press TL/NS?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the PGM position.

Using the numeric buttons enter 0 0 8

Press the X button.

Press ST.

Press TL/NS to finish.

Return the mode lock to the REG position

Q. I am unable to use my register after the error message OVER LIMIT.

A. Turn to MGR Position

Finalise the current transaction by pressing the TL/NS key

Return the mode lock to the REG position

Q. Can you tell me how to change from receipt to journal printing?

A. You have a key marked MA, insert this into the Mode lock.

Turn the key to the PGM position.

Press ST.

Enter 6 (Using the numeric buttons)

Press the X button.

Using the numeric buttons enter 01000111

Press ST.

Press TL/NS to finish.

Return the mode lock to the REG position.

Q. Can you tell me how to change from Journal to Receipt printing?

A. You have a key marked MA, insert this into the Mode lock.

Turn the key to the PGM position.

Press ST.

Enter 6 (Using the numeric buttons)

Press the X button.

Using the numeric buttons enter 11000111

Press ST.

Press TL/NS to finish.

Return the mode lock to the REG position.

Q. Can you tell me how to program a clerk name?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the PGM position.

Press ST

Using the numeric buttons enter 5

Press the decimal point.

Using the numeric buttons enter the clerk number (1 - 25).

Press X button.

Using the alpha characters on the buttons enter the name (max 12 characters).

Press ST.

Press TL/NS to finish.

Return the mode lock to the REG position.

Q. Can you tell me how to Program a receipt logo message?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the PGM position.

Press ST

Using the numeric buttons enter 4

Press the decimal point.

Using the numeric buttons enter the line number (1 - 6).

Press X button.

Using the lettered buttons enter the text (max 24 characters). For Double size press DC first.

Press ST.

Repeat from line number until finished.

Press TL/NS to finish.

Return the mode lock to the REG position.

Q. Can you tell me how to set the time and date?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the PGM position.

Using the numeric buttons enter the date (DDMMYYYY format)
for example 20th May 2007 = 20052007

Press ST

Using the numeric buttons enter the time (24hr format).

For example 5.30pm = 1730

Press ST to finish.

Return the mode lock to the REG position.

Q. I have INH, UNIT PR on the display

A. If this is when entry for department then perform the following:

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1. Turn to PGM

2. Enter the department number the customer is using for example 1 Dept#

3. Enter the ST key to skip the messages on display until Till shows DEPT-ENTRY-TYPE appears

4. Now select the DEPT to be OPEN & PRESET

If it is PLU turn to page 23

As above but when the message ENTER PLU TYPE please select SUBDEPT

Q. What is the cable specification to connect my XEA-201 to my PC on com1 or com2 only.

2-----3

3-----2

7-----1



Q. How do I program the AUTO key to perform £5 Cash?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the PGM position.

Press AUTO

Press 5

Press 00

Press TL/NS

Press AUTO

Press TL/NS

Turn key back to REG

Q. How do I print a PLU X Read report at the end of the day?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the X1/Z1 position.

Press PLU/SUB

Turn key to REG

Q. How do I print a PLU Z Resetting report at the end of the day?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the X1/Z1 position.

Press . (Decimal Point)

Press PLU/SUB

Turn key to REG

Q. How do I print a Clerk X Read Report?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the X1/Z1 position.

Press CLK#

Turn key to REG

Q. How do I print a Clerk Z Resetting Report?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the X1/Z1 position.

Press . (Decimal Point)

Press CLK#

Turn key to REG

Q. How do I reset the Electronic Journal?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the X1/Z1 position.

Press 700

Press . (Decimal Point)

Press TL/NS

Turn Key to REG

Q. How do I set the Currency symbol on receipts to £ instead of * ?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the PGM position.

Press ST

Enter 85

Enter . (Decimal Point)

Press SPACE

Press SPACE

Press SPACE

Enter 159

Press [00] Key

Press ST

Press TL/NS

Turn key to REG

Q. How can I set my GT's (Grand Totals) to reset after every financial Z reading?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the PGM position.

Press ST

Enter 64

Enter X

Enter 00000010 (Using Numeric Keys)

Press ST

Press TL/NS

Turn key to REG

Q. Every time I turn the till on *MRS* is shown on the screen, how can I stop this?

A. This is most likely caused by the batteries failing or running flat. Please replace the 3 AA Size batteries that are located under the printer hood.

Q. How can I set NO SALE to be disabled in REG mode?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the PGM position.

Press ST

Enter 5

Enter X

Enter 00000011

Press ST

Press TL

Turn Key to REG

Q. How do I prevent the Direct Void (Last Item Void) Key working in REG?

A. You have a key marked MA insert this into the Mode lock.

Turn the mode lock to the PGM position.

Press ST

Enter 5
Enter X
Enter 00001001
Press ST
Press TL
Turn Key to REG

Q. How do I prevent the Indirect Void Key working in REG?

A. You have a key marked MA insert this into the Mode lock.
Turn the mode lock to the PGM position.

Press ST
Enter 5
Enter X
Enter 00010001
Press ST
Press TL
Turn Key to REG

Q. How do I prevent Subtotal Voids working in REG?

A. You have a key marked MA insert this into the Mode lock.
Turn the mode lock to the PGM position.

Press ST
Enter 5
Enter X
Enter 00100001
Press ST
Press TL
Turn Key to REG